

WEDNESDAY APRIL 10, 2019

ICN USER GROUP MEETING (HEARTLAND COMMUNITY COLLEGE)

ILLINOIS CENTURY NETWORK
FAST. RELIABLE. SECURE

Time	Title	Presenter
9:30 - 10:00 am	REGISTRATION & NETWORKING	
10:00 - 10:10 am	WELCOME & INTRODUCTIONS <ul style="list-style-type: none"> Opening Remarks 	Robin Woodsome, ICN Field Operations Manager Department of Innovation & Technology
10:10 - 11:20 am	ILLINOIS CENTURY NETWORK SERVICE OFFERINGS <i>"WE'VE GOT YOU COVERED"</i> <ul style="list-style-type: none"> Services Portfolio Firewall and Security Operations Center (SOC) Future Service Ideas and Feedback 	Frank Walters, ICN Network Architect Department of Innovation & Technology Andre Bouravnev, ICN DDoS Mitigation Professional Department of Innovation & Technology Steve Washburn, DoIT Security Manager Department of Innovation & Technology
11:20 - 11:35 am	ICN CUSTOMER SERVICE <i>"TELL US ABOUT OUR OPERATIONS"</i> <ul style="list-style-type: none"> 24/7 Network Operations Center (NOC) Regional Technology Centers (RTC's) What can we do better? 	Robin Woodsome, ICN Field Operations Manager Department of Innovation & Technology
11:35 - 11:55 am	GROUP DISCUSSION <i>"WHAT'S ON YOUR MIND"</i> <ul style="list-style-type: none"> Challenges and Concerns 	
11:55 - 12:00 pm	CLOSING REMARKS <i>"IT'S A WRAP"</i> <ul style="list-style-type: none"> Future User Group Meetings 	Robin Woodsome, ICN Field Operations Manager Department of Innovation & Technology